



**Kentucky Refugee Ministries  
Northern Kentucky Office – Covington  
UHP Caseworker (full-time)**

**Summary**

Kentucky Refugee Ministries (KRM) seeks to hire a Caseworker to support our Ukrainian Humanitarian Parole Program. Our KRM-Covington office has received twenty-five Ukrainian clients that Northern Kentucky families or groups are sponsoring through the United for Ukraine (U4U) resettlement program, enacted in April by the Biden administration. Through the U4U program, private sponsors are responsible for providing UHP clients with resettlement services that resettlement agencies, such as KRM, have traditionally offered for all refugee clients. These services include; applying for Social Security Numbers and Employment Authorization Documents; enrolling school-aged children in school; helping families apply for social benefits (SNAP, Medicaid, and K-TAP); scheduling vaccinations and medical appointments; providing housing and food assistance, and assisting clients in getting acclimated to their new environment.

To ensure the well-being of UHP clients, the Office of Refugee Resettlement implemented the Preferred Communities (PC) GAPS program for UHP clients. Under the PC GAPS program, resettlement agencies have been tasked to assess the well-being of UHP clients by completing a 30, 60, and 90-day follow-up. Resettlement agencies can also support UHP clients with the services listed above.

**Essential Duties**

*In addition to their essential duties, all KRM Covington staff are expected to participate in office life and office-wide efforts and initiatives from time to time, including working on special committees, pitching in to assist other staff during busy times or vacations, etc.*

Working under the supervision of the Director, the UHP Caseworker will:

- Conduct new client intakes and consequent monthly assessments in a timely manner.
- Complete and submit monthly client reports to our national resettlement affiliate (Church World Service)
- Act as the primary point of contact for all UHP clients and their sponsors.
- Assist UHP clients with social benefits applications and support clients in obtaining their Social Security number and EADs.
- Provide client referrals for resources such as but not limited to cash and medical assistance, food, ESL classes, and clothing assistance.
- Request emergency assistance for housing or other immediate needs of the clients.
- Participate in monthly national meetings conducted by CWS regarding PC GAPS updates and program implementation.

- The UHP caseworker will need to enroll clients in Intensive Case Management for high-need cases. High-needs cases require more individualized case management to ensure close coordination, assistance, and support for an extended period of time.
- Keep organized case notes and documentation of services provided to clients in physical files and online databases.

### **Job Requirements**

- Bachelor's degree required.
- Work experience either in social services, education, medical or cross-cultural setting.
- Strong computer and organizational skills, including proficiency in MS Excel.
- Data entry and management experience preferred.

### **Specialized Skills**

- Ability to effectively communicate with limited-English-proficient clients and utilize bilingual interpreters
- Strong detailed orientation; capacity to provide clear documentation of services
- Team orientation; ability to work in coordination with agency resettlement staff
- Strong outreach skills; ability to network with community service providers
- Patience and a strong commitment to client care, while at the same time adhering to the agency's mission of promoting client self-sufficiency
- Personal resiliency to endure stressful situations relating to individual client case management, or program implementation during peak caseload periods · Commitment to ethical conduct, maintaining appropriate boundaries with clients, and respecting client autonomy

### **COVID Note**

KRM work arrangements are hybrid, with a minimum in-office requirement of two days-a-week. Required fieldwork and in-person client interaction are conducted in compliance with COVID-safety protocols, including indoor masking. The in-office requirement may increase following reductions in local COVID-19 infection rates. All KRM staff are required to be vaccinated against COVID-19.

### **Agency Profile**

Founded in 1990 as a nonprofit agency in Louisville, Kentucky Refugee Ministries (KRM) is a local affiliate of Church World Service (CWS), one of nine national voluntary agencies authorized to provide resettlement services to refugees legally admitted to the United States. KRM's Lexington office opened in 1998. KRM's Northern Kentucky office, located at the Center for Great Neighborhoods in Covington, opened in November 2021.

Clients will include refugees from a range of countries screened overseas and legally admitted to the U.S. through the State Department's Refugee Admissions Program; and Afghan nationals who provided direct support to the U.S. military and mission in Afghanistan and were evacuated to the United States on a humanitarian basis. Other immigrants served by KRM include those who have been granted or are seeking asylum.

KRM services include helping refugees and immigrants access housing, medical care, and eligible public benefits; comprehensive case management; English language, cultural orientation, and job-readiness classes; employment services; school enrollment and out-of-school time programming for youth; early childhood services; and citizenship and immigration legal services. All KRM services promote refugees' self-sufficiency and community integration.

KRM seeks to build inclusive communities of welcome. We serve immigrants without regard to nationality, race, religion, political belief or sexual orientation. KRM partners with diverse community organizations and individual volunteers to welcome refugees and immigrants. There is no religious messaging connected to KRM's services.